

The Family Center for Children and Youth with Special Health Care Needs

Purpose of the Family Center

The Family Center for Children and Youth with Special Health Care Needs (Family Center) is the statewide parent-directed center within Children's Special Health Care Services (CSHCS), which offers emotional support, information and connections to community-based resources to families of children and youth with special health care needs, including all children who have, or are at an increased risk for: physical, developmental, behavioral or emotional conditions. Children do not have to be enrolled in CSHCS to receive services from the Family Center.

The Family Center offers a parental perspective relating to health care matters while focusing on families' access to optimal and comprehensive care. The role of the Family Center is to promote family/professional partnerships by offering a family-centered point of view and consultation to ensure that families participate in the decision making process; as well as their satisfaction with services received.

The Family Center promotes a coordinated system of care that is family-centered, culturally competent and community-based by providing input related to programming, policies, direct family support initiatives, community education and collaborative partnerships.

Family-Centered

- Information and Referrals
- Sibling Support/Workshops
- Bereavement Support
- Support for Family/Youth Transition
- Peer Support through Family Phone Line
- Quarterly Newsletters
- Conference Scholarships
- Parent-to-Parent Support Network
- Parent Mentor Trainings
- Connect families to community-based support services and resources

Professional Partnerships

- Support to Local Health Departments (LHD)
- Consultation to CSHCS
- LHD accreditation site visits
- Family and youth input and participation
- Family Advisory Workgroup
- Special grant related projects
- Collaboration to support the entire family
- Trainings on CSHCS and the Family Center for LHDs, Managed Health Plans, health providers, and other agencies

Who should use the Family Phone Line?

The Family Phone Line is intended for parents, caregivers, guardians and professionals who:

- Want to be matched with a Parent Mentor
- Want to get information about Local, State or National Resources
- Would like information on how to apply for conference scholarships
- Need to speak to a Parent Consultant within the Family Center
- Would like to obtain information on how to join CSHCS
- Need help to resolve issues related to CSHCS
- Want to learn more about the Family Center or CSHCS

For information or questions about these programs contact a CSHCS Representative at Local Health Department or the Family Phone Line at 1-800-359-3722, email us cschcsfc@michigan.gov, or visit our website at www.michigan.gov/cshcs.
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